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KATTEN MUCHIN ROSENMAN LLP
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EXAMINER

NEURAUTER, GEORGE C

ART UNIT	PAPER NUMBER
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2443

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 09/966,733	Applicant(s) IEPEREN, TACO VAN	
	Examiner George C. Neurauter, Jr.	Art Unit 2443	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 25 June 2009.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1,2,5-14,21-26,28-31,34-49 and 51-56 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1,2,5-14,21-26,28-31,34-49 and 51-56 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claims 1, 2, 5-14, 21-26, 28-31, 34-49, and 51-56 are currently presented and have been examined.

Response to Arguments

Applicant's arguments filed 25 June 2009 have been fully considered but they are not persuasive.

The Applicant continues to argues that "Exchange" fails to teach or suggest creating a shared workspace for a scheduled meeting prior to the scheduled meeting and making the shared workspace assessable to participants of the scheduled meeting through a graphical user interface immediately after the shared workspace is created. The Applicant also continues to argue that "Exchange" fails to teach or suggest a graphical user interface that enables multiple participants to simultaneously input data into appropriate categories of the shared workspace and simultaneously edit categorized data exposed through the graphical user interface. The Examiner respectfully does not agree and maintains the views put forth in the previous Office Actions.

The Applicant argues that "Exchange" does not teach or suggest the currently added limitations of editing the categorized data on any local workspace and sending edits made to the categorized data at each local workspace to the shared workspace, the shared workspace processing received edits to the categorized data sequentially to update the shared workspace.

The Examiner respectfully disagrees.

“Exchange” expressly disclosed:

“Shared clipboard You can share data with other participants by using cut, copy, and paste operations; for example, you can copy information from a local document and paste the contents into a shared application. The shared clipboard provides an easy way for participants to exchange data between shared and local applications.” (see page 6 of 47 of “Exchange”)

As the Examiner has maintained previously, the claims fail to specifically recite how the “categorization” of data occurs, therefore, it may be interpreted that any such element may perform the categorization, including mental processes by users. As such, “Exchange” expressly disclosed that there are users on “remote” computers containing local workspaces that are connected to a “MCU” server that provides the shared workspace and, based on the above disclosures, users on the remote computers share data by copying mentally categorized data from their remote computers to the shared workspace and the data is immediately made available to the other computers in any natural sequential order that the users send the edited data.

Therefore, “Exchange” continues to anticipate the claimed invention and the claims are not in condition for allowance.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

Claims 1-2, 5-14, 21-26, 28-31, 34-49, and 51-52 are rejected under 35 U.S.C. 102(b) as being anticipated by “Exchange 2000 Conferencing Server Concepts and Planning”.

Regarding claim 1, “Exchange 2000 Conferencing Server Concepts and Planning” discloses a method for creating and managing a shared workspace in a network environment comprising the steps of:

creating a shared workspace accessible to participants of a scheduled meeting; categorizing data stored in said shared workspace; and exposing said categorized data stored in said shared workspace to each participant of said scheduled meeting accessing said shared workspace through a graphical user interface, said graphical user interface enabling multiple participants to simultaneously input data into appropriate categories of said shared workspace and simultaneously edit categorized data exposed through said graphical user interface. (Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “Key Components”, specifically the text “Microsoft® Exchange 2000 Conferencing Server enables remote, real-time collaboration between team members...”; Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “Conference Management Service, specifically the text “When you schedule a conference, Conference Management Server creates a URL for the conference. Conference attendees then use this URL to access the conference through conference access pages. Conference Management Service stores all scheduled conferences in a specific mailbox...This information is used to create a persistent representation of the conference format, structure, and any additional

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information associated with the conference.”; Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “How Data Conferencing Provider Works”, specifically the text “A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...NetMeeting 3.01 or later is the recommended client software for Data Conferencing Provider. It provides the features mentioned previously...”)

Regarding claim 2, “Exchange 2000 Conferencing Server Concepts and Planning” discloses the method of claim 1 wherein data stored in said shared workspace is categorized into two or more of agenda, goals, decisions, tasks, file attachments, whiteboard notes and drawing categories. (Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “How Data Conferencing Provider Works”, specifically the text “A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...”)

Regarding claim 5, “Exchange 2000 Conferencing Server Concepts and Planning” discloses the method of claim 1 wherein changes to categorized data stored in said shared workspace made by participants are applied to said categorized data using an optimistic editing model. (Chapter 2 “Exchange Conferencing Server

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Concepts”, specifically subsection “How Data Conferencing Provider Works”, specifically the text “A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...”)

Regarding claim 6, “Exchange 2000 Conferencing Server Concepts and Planning” discloses the method of claim 1 wherein said shared workspace is created automatically when a new meeting is scheduled. (Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “Conference Management Service, specifically the text “When you schedule a conference, Conference Management Server creates a URL for the conference. Conference attendees then use this URL to access the conference through conference access pages. Conference Management Service stores all scheduled conferences in a specific mailbox...This information is used to create a persistent representation of the conference format, structure, and any additional information associated with the conference.”)

Regarding claim 7, “Exchange 2000 Conferencing Server Concepts and Planning” discloses the method of claim 6 further comprising the step of sending a link to the created shared workspace to each participant of the scheduled meeting. (Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “Conference Management Service”, specifically the text “When you schedule a conference, Conference Management Server creates a URL for the conference. Conference attendees then use this URL to access the conference through conference access

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pages.”; Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “Auxiliary Components”, specifically the text “A link (URL) to the online conference is included in the invitations the conference participants receive...”)

Regarding claim 8, “Exchange 2000 Conferencing Server Concepts and Planning” discloses the method of claim 7 wherein the link is attached to a scheduled meeting request delivered to each participant of the meeting. (Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “Auxiliary Components”, specifically the text “A link (URL) to the online conference is included in the invitations the conference participants receive...”)

Regarding claim 9, “Exchange 2000 Conferencing Server Concepts and Planning” discloses the method of claim 1 wherein said shared workspace is created for a new meeting in response to user input. (Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “Conference Management Service”, specifically the text “When you schedule a conference, Conference Management Server creates a URL for the conference. Conference attendees then use this URL to access the conference through conference access pages. Conference Management Service stores all scheduled conferences in a specific mailbox...This information is used to create a persistent representation of the conference format, structure, and any additional information associated with the conference.”)

Regarding claim 10, “Exchange 2000 Conferencing Server Concepts and Planning” discloses the method of claim 9 further comprising the step of sending a link to the created shared workspace to each participant of the meeting. (Chapter 2

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“Exchange Conferencing Server Concepts”, specifically subsection “Conference Management Service, specifically the text “When you schedule a conference, Conference Management Server creates a URL for the conference. Conference attendees then use this URL to access the conference through conference access pages.”; Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “Auxiliary Components”, specifically the text “A link (URL) to the online conference is included in the invitations the conference participants receive...”)

Regarding claim 11, “Exchange 2000 Conferencing Server Concepts and Planning” discloses the method of claim 10 wherein the link is attached to a scheduled meeting request delivered to each participant of the meeting. (Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “Auxiliary Components”, specifically the text “A link (URL) to the online conference is included in the invitations the conference participants receive...”)

Regarding claim 12, “Exchange 2000 Conferencing Server Concepts and Planning” discloses the method of claim 1 further comprising the step of restricting access to the categorized data stored in said shared workspace to participants of the scheduled meeting based on network login information. (Chapter 1 “Welcome to Exchange 2000 Conferencing Server”, subsection “Using Exchange Conferencing Server in Your Organization”, specifically “Conference Management Service receives the user’s request and attempts to find the associated conference in the conference calendar mailbox. After Conference Management Service locates the conference

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definition in the conference calendar mailbox, it determines whether a password or user authentication is required.”)

Regarding claim 13, “Exchange 2000 Conferencing Server Concepts and Planning” discloses the method of claim 12 wherein said network login information includes user login identifications. (Chapter 1 “Welcome to Exchange 2000 Conferencing Server”, subsection “Using Exchange Conferencing Server in Your Organization”, specifically “Conference Management Service receives the user’s request and attempts to find the associated conference in the conference calendar mailbox. After Conference Management Service locates the conference definition in the conference calendar mailbox, it determines whether a password or user authentication is required.”)

Regarding claim 14, “Exchange 2000 Conferencing Server Concepts and Planning” discloses the method of claim 13 wherein during creation of said shared workspace, the user login identifications of participants of said scheduled meeting are stored with said shared workspace, during access to said shared workspace by a user, the login identification of said user being compared with the login identifications stored with said shared workspace. (Chapter 1 “Welcome to Exchange 2000 Conferencing Server”, subsection “Using Exchange Conferencing Server in Your Organization”, specifically “Conference Management Service receives the user’s request and attempts to find the associated conference in the conference calendar mailbox. After Conference Management Service locates the conference definition in the conference calendar mailbox, it determines whether a password or user authentication is required.”; Chapter

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2 “Exchange Conferencing Server Concepts”, specifically subsection “Security”, specifically the text “You can create a public conference that participants can access with the correct password. The conference technology provider uses the password to further limit access...You can create a private conference so that only attendees that you invite can participate. Conference Management Service, the conference technology provider, or both, check the credentials of each participant to see if he or she is authorized to participate in the conference. If Conference Management Service performs the check, it uses IIS to check the user’s credentials. Only attendees who have credentials known to IIS can access the conference pages.”)

Regarding claim 21, “Exchange 2000 Conferencing Server Concepts and Planning” discloses a system for creating and managing a secure shared workspace for a scheduled meeting (see Chapter 2 “Exchange Conferencing Server Concepts”, Figure 2.1) comprising:

a workspace server (“Exchange 2000 Conferencing Server”; see also Chapter 1 “Welcome to Exchange 2000 Conferencing Server”, specifically subsection “Conference Management Service” and Chapter 3, Planning Your Exchange Conferencing Server Installation”, specifically subsection “Server Requirements”) executing a server shared workspace application for creating and managing a shared workspace associated with a scheduled meeting, data stored in said shared workspace being categorized and being accessible only to participants of said scheduled meeting; an email server executing a server email and scheduling application (“Exchange 2000 Conferencing Server” running “Outlook calendar”; see Chapter 3, Planning Your Exchange Conferencing Server

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Installation”, specifically subsection “Server Requirements”; and a plurality of workstations, each of said workstations executing a client email and scheduling application (“Outlook 2000”) and a client shared workspace application (“NetMeeting”), said client shared workspace application including a graphical user interface to enable multiple participants of said scheduled meeting to simultaneously access and simultaneously edit categorized data stored in said shared workspace. (Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “Key Components”, specifically the text “Microsoft® Exchange 2000 Conferencing Server enables remote, real-time collaboration between team members...”; Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “Conference Management Service, specifically the text “When you schedule a conference, Conference Management Server creates a URL for the conference. Conference attendees then use this URL to access the conference through conference access pages. Conference Management Service stores all scheduled conferences in a specific mailbox...This information is used to create a persistent representation of the conference format, structure, and any additional information associated with the conference.”; Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “How Data Conferencing Provider Works”, specifically the text “A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser

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drawing application...NetMeeting 3.01 or later is the recommended client software for Data Conferencing Provider. It provides the features mentioned previously...”)

Regarding claim 22, “Exchange 2000 Conferencing Server Concepts and Planning” discloses a system according to claim 21 wherein data stored in said shared workspace is categorized into two or more of agenda, goals, decisions, tasks, file attachments, whiteboard notes and drawing categories. (Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “How Data Conferencing Provider Works”, specifically the text “A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...”)

Regarding claim 23, “Exchange 2000 Conferencing Server Concepts and Planning” discloses a system according to claim 22 wherein the client shared workspace application communicates with the client email and scheduling application executed by each workstation, said client shared workspace application intercepting meeting requests generated by said client email and scheduling application to determine whether a shared workspace is to be created for a new meeting being scheduled or whether a shared workspace existing for a scheduled meeting is to be updated. (Chapter 1, “Welcome to Exchange 2000 Conferencing Server”, subsection “Using Exchange Conferencing Server in Your Organization”, specifically the text “You can directly reserve a conference resource using Outlook 2000. Outlook 2000 checks

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the free/busy information for the resource and adds the resource to the invitation if the resource is available. This gives you a confirmed reservation. When you send an invitation, the conference resource is reserved and the URL for the conference is included in the invitations.”)

Regarding claim 24, “Exchange 2000 Conferencing Server Concepts and Planning” discloses a system according to claim 23 wherein said client shared workspace application instructs the server shared workspace application to create a shared workspace for a new meeting being scheduled automatically. (Chapter 1, “Welcome to Exchange 2000 Conferencing Server”, subsection “Using Exchange Conferencing Server in Your Organization”, specifically the text “You can directly reserve a conference resource using Outlook 2000. Outlook 2000 checks the free/busy information for the resource and adds the resource to the invitation if the resource is available. This gives you a confirmed reservation. When you send an invitation, the conference resource is reserved and the URL for the conference is included in the invitations.”)

Regarding claim 25, “Exchange 2000 Conferencing Server Concepts and Planning” discloses a system according to claim 23 wherein said client shared workspace application asks the user scheduling the new meeting whether a shared workspace for the new meeting is to be created and instructs the server shared workspace application to create a shared workspace for the new meeting when specified by said user. (Chapter 1, “Welcome to Exchange 2000 Conferencing Server”, subsection “Using Exchange Conferencing Server in Your Organization”, specifically the

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text “You can directly reserve a conference resource using Outlook 2000. Outlook 2000 checks the free/busy information for the resource and adds the resource to the invitation if the resource is available. This gives you a confirmed reservation. When you send an invitation, the conference resource is reserved and the URL for the conference is included in the invitations.”)

Regarding claim 26, “Exchange 2000 Conferencing Server Concepts and Planning” discloses a system according to claim 23 wherein the client shared workspace application attaches a link to the shared workspace to the meeting request generated by the client email and scheduling application before the meeting request is sent to the server email and scheduling application. (Chapter 1, “Welcome to Exchange 2000 Conferencing Server”, subsection “Using Exchange Conferencing Server in Your Organization”, specifically the text “When you send an invitation, the conference resource is reserved and the URL for the conference is included in the invitations.”)

Regarding claim 28, “Exchange 2000 Conferencing Server Concepts and Planning” discloses a system according to claim 23 wherein changes to data stored in said shared workspace are applied using an optimistic editing model. (Chapter 2 “Exchange Conferencing Server Concepts”, specifically subsection “How Data Conferencing Provider Works”, specifically the text “A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...”)

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Regarding claim 29, "Exchange 2000 Conferencing Server Concepts and Planning" discloses a system according to claim 21 wherein said server shared workspace application restricts access to said shared workspace based on user network login information. (Chapter 1 "Welcome to Exchange 2000 Conferencing Server", subsection "Using Exchange Conferencing Server in Your Organization", specifically "Conference Management Service receives the user's request and attempts to find the associated conference in the conference calendar mailbox. After Conference Management Service locates the conference definition in the conference calendar mailbox, it determines whether a password or user authentication is required.")

Claims 30-31 and 34-43 are also rejected since these claims recite substantially the same limitations as recited in claims 1-2 and 5-14 respectively.

Claims 44-49 and 51-52 are also rejected since these claims recite substantially the same limitations as recited in claims 1, 2, 4-6, 9, and 12.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

The factual inquiries set forth in *Graham v. John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.

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2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.
4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

Claims 53-56 are rejected under 35 U.S.C. 103(a) as being unpatentable over "Exchange".

Regarding claim 53, "Exchange" disclosed the method of claim 1.

"Exchange" did not expressly disclose wherein when categorized data is edited on an off-line workspace and the off-line workspace subsequently goes back on-line, the edits made to the categorized data are automatically sent to said shared workspace, however, "Exchange" did disclose that when categorized data is edited on a workspace, the edits made to the categorized data are automatically sent to said shared workspace as shown above regarding claim 1.

It would have been obvious to one of ordinary skill in the art at the time the invention was made that, in the context of the disclosures of "Exchange" and in computer networks in general, network connection errors occur and may result in the loss of a connection between computers. Since "Exchange" expressly disclosed that edits are automatically sent to the shared workspace while on-line, it would have made common sense to one skilled in the art that the sending of data would fail if the connection to the shared workspace was off-line and that it would be inefficient to lose the data to send simply because the connection was off-line. One skilled in the art knows a commonly used technique of queuing data to be sent so that, when the connection is reestablished, the data is then sent and not lost forever. This would be preferable in a real-time environment disclosed in "Exchange" to constantly reestablish

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lost connections in order to not be aware of data being sent. Therefore, this know technique could have been easily applied to the teachings of "Exchange" in order to arrive at the claimed invention and that such a combination would have been predictable to those skilled in the art.

Claim 54-56 are also rejected since these claims recite substantially the same limitations as recited in claim 53.

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to George C. Neurauter, Jr. whose telephone number is (571)272-3918. The examiner can normally be reached on the hours between 8:30am-5:00pm Eastern.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tonia Dollinger, can be reached on 571-272-4170. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/George C Neurauter, Jr./
Primary Examiner, Art Unit 2443